



Volunteer Usher Description

Purpose: The primary purpose of ushers is to guide the audience to their seats and other locations in the building.

Time Commitment:

- Ushers arrive 60 minutes prior to the start of the performance and remain on duty until patrons have left the building (approximately 15 minutes following the performance)
- Assignments are made for one performance of each production (7 productions) during each season. Shift changes are permitted through arrangement with the House Manager.
- Volunteer must commit to the full season (7 performances).

Location: Pioneer Theatre Company at: 300 South 1400 East, Salt Lake City, UT 84112. Free parking is available.

Supervisor: Ushers report to the House Manager for scheduling and on the night of each performance.

Responsibilities: Ushers guide audience members to their seats, hand out programs and direct patrons to locations such as the restrooms, concessions or coat check. In an emergency, ushers assist the house manager with procedures.

Qualifications:

- Ushers must be 16 years of age or older.
- Ushers under 18 must either usher with a parent/guardian or fill out a permission slip signed by parent/guardian.
- Comfortable interacting with patrons including enforcing rules about photos, video, and food in the theatre.
- Ushers must be able to stand for an extended period of time (30-45 minutes), while walking short distances.

Dress Code:

- Ushers must wear a white or black shirt and black pants or skirt. Please, no jeans.
- Ushers may wear a black sweater or jacket.
- When choosing shoes please keep in mind that you may be standing for an extended period of time.
- A vest and name tag will be provided for each usher.

Training/Preparation:

- First season volunteers must attend orientation prior to their first shift. Orientation is offered three times at the start of each season (August and September).
- All volunteers should thoroughly read the volunteer manual and follow directions, updates and changes given by the House Manager.
- There will be a brief meeting before each performance.
- Ushers are required to carry a small flashlight to each shift. If you do not have one, Pioneer Theatre Company will provide one for you.
- Returning volunteers are asked to attend orientation at least once every two years.

Benefits:

- Ushers are invited to watch the performance the same evening they are volunteering.
- Contribute to a positive patron experience.
- Explore your interest in theatre and support local art.
- Interact with like-minded people.



Volunteer Coat Check Attendant Description

Purpose: The primary purpose of the Coat Check Attendant is to maintain the Coat Closet; checking in and out items for patrons. This may include: coats, backpacks, cushions, and hearing assistance devices.

Time Commitment:

- The coat check attendant arrives 60 minutes prior to the start of the performance and remains on duty until approximately 20 minutes following the performance.
- Assignments are made for one performance of each production (7 productions) during each season. Shift changes are permitted through arrangement with the House Manager.
- Volunteers must commit to the full season. (7 Performances)

Location: Pioneer Theatre Company at: 300 South 1400 East, Salt Lake City, UT 84112. Free parking is available.

Supervisor: The Coat Check Attendant reports to the House Manager for scheduling and on the night of each performance.

Responsibilities: The Coat Check Attendant is responsible for checking in personal items of audience members and checking out hearing assistance devices, booster seats, and cushions. The Coat Check Attendant must ensure that the coat check is either staffed or locked at all times. In an emergency, volunteers assist the house manager with procedures.

Qualifications:

- Volunteers must be 16 years of age or older.
- Volunteers under 18 must either usher with a parent/guardian or fill out a permission slip signed by parent/guardian.
- Should be comfortable interacting with patrons, including enforcing check out policies.
- The Coat Check Attendant must be able to stand for an extended period of time (30-45 minutes), lift heavy bags, and maintain organized check-in/out systems.

Dress Code:

- Coat Check Attendants must wear a white or black shirt and black pants or skirt. Please, no jeans.
- Coat Check Attendants may wear a black sweater or jacket.
- When choosing shoes please keep in mind that you may be standing for an extended period of time.
- A vest and name tag will be provided for each volunteer.

Training/Preparation:

- First season volunteers must attend orientation prior to their first shift. Orientation is offered three times at the start of each season (August and September).
- All volunteers should thoroughly read the volunteer manual and follow directions, updates and changes given by the House Manager.
- There will be a brief meeting before each performance.
- Returning volunteers are asked to attend orientation at least once every two years.
- Coat Check Attendants must attend a one-on-one training with the House Manager.

Benefits:

- Coat Check Attendants are invited to watch the performance the same evening they are volunteering.
- Contribute to a positive patron experience.
- Explore your interest in theatre and support local art.
- Interact with like-minded people.



Volunteer Ticket Taker Description

Updated April 2016

Purpose: The primary purpose of Ticket Takers is to ensure that only patrons with the valid tickets are entering the venue. Ticket Takers also direct patrons to locations in the theatre, and may assist with late seating, concessions sales, program stuffing/stocking, and donor receptions.

Time Commitment:

- Ticket takers arrive 1 hour and 30 minutes prior to the start of the performance and remain on duty until the performance begins.
- Assignments are made for one performance of each production (7 productions) during each season. Shift changes are permitted through arrangement with the House Manager.
- Volunteer must commit to the full season (7 performances).

Location: Pioneer Theatre Company at: 300 South 1400 East, Salt Lake City, UT 84112. Free parking is available.

Supervisor: Ticket Takers report to the House Manager for scheduling and the Concessions Supervisor on the night of performances.

Responsibilities: Ticket Takers are responsible for checking tickets as patrons enter the building and directing patrons to locations in the lobby. In an emergency, volunteers assist the house manager with procedures.

Qualifications:

- Volunteers must be 18 years of age or older.
- Should be comfortable interacting with patrons and staff and enforcing ticketing policies.
- Should be able to stand for an extended period of time (30-45 minutes).
- Should be comfortable learning and using the Ticket Scanners (iPod based device).
- Experience in Customer Service or Ushering a bonus.

Benefits:

- Ticket Takers will have an opportunity to watch the performance while they are volunteering.
- Ticket takers will have the opportunity to choose the section they watch the performance from—depending upon availability.
- Contribute to a positive patron experience.
- Explore your interest in theatre and support local art.
- Interact with like-minded people.

Dress Code:

- Volunteers must wear a white or black shirt and black pants or skirt. Please, no jeans.
- Volunteers may wear a black sweater or jacket.
- When choosing shoes please keep in mind that you may be standing for an extended period of time and as you check tickets many patrons will walk past your feet. No flip flops.
- A vest and name tag will be provided.

Training/Preparation:

- First season volunteers must attend orientation prior to their first shift. Orientation is offered three times at the start of each season (August and September).
- All volunteers should thoroughly read the volunteer manual and follow directions, updates and changes given by the House Manager.
- There will be a brief meeting before each performance with the Concessions Supervisor.
- There will be on the job training as needed.



Volunteer Concessions Assistant Description

Updated April 2016

Purpose: The primary purpose of Concessions Assistant is to ensure that only patrons with the valid tickets are entering the venue. Concessions Assistants also direct patrons to locations in the lobby, and may assist with late seating, concessions sales, program stuffing/stocking, and donor receptions.

Time Commitment:

- Concessions Assistants arrive 1 hour and 30 minutes prior to the start of the performance and remain on duty until approximately 20 minutes following intermission.
- Assignments are made for a minimum of 3 shifts for each of the 7 productions during each season. Shift changes are permitted through arrangement with the House Manager/Concessions Manager.
- Volunteers must commit to a full season. (A total of 21 performances)

Location: Pioneer Theatre Company at: 300 South 1400 East, Salt Lake City, UT 84112. Free parking is available.

Supervisor: Concessions Assistants report to the House Manager for scheduling and the Concessions Supervisor on the night of performances.

Responsibilities: Concessions Assistants are responsible for checking tickets as patrons enter the building and direct patrons to locations in the lobby. They may assist with late seating, program stuffing and program stocking. During intermission they will either assist with concessions sales or donor receptions. In an emergency, volunteers assist the house manager with procedures.

Qualifications:

- Volunteers must be 18 years of age or older.
- Should be comfortable interacting with patrons and staff and enforcing ticketing policies.
- Should be able to stand for an extended period of time (30-45 minutes), lift program boxes and be comfortable seating patrons during a performance.
- Should be comfortable learning and using the Ticket Scanners (iPod based device).
- Experience in Customer Service or Ushering a bonus.

Benefits:

- Concessions Assistants are offered 2 complimentary tickets for each production to be used Monday-Thursday only.
- Volunteers who work more than 3 shifts have the opportunity to earn incentive tickets/passes.
- Contribute to a positive patron experience.
- Explore your interest in theatre and support local art.
- Interact with like-minded people.

Dress Code:

- Volunteers must wear a white or black shirt and black pants or skirt. Please, no jeans.
- Volunteers may wear a black sweater or jacket.
- When choosing shoes please keep in mind that you may be standing for an extended period of time and as you check tickets many patrons will walk past your feet. No flip flops.
- A vest and name tag will be provided.

Training/Preparation:

- First season volunteers must attend orientation prior to their first shift. Orientation is offered three times at the start of each season (August and September).
- All volunteers should thoroughly read the volunteer manual and follow directions, updates and changes given by the House Manager.
- There will be a brief meeting before each performance with the Concessions Supervisor.
- There will be on the job training as needed.



Student Matinee Series Volunteer Description

Purpose: The primary purpose of student matinee volunteers is to check tickets, and guide the audience to their seats and other locations in the building.

Time Commitment:

- Student matinee performances take place at 2:00 PM on Wednesday afternoons.
- Ushers arrive 60 minutes prior to the start of the performance and remain on duty until students have exited the theatre.
- Assignments are made for one performance of each production (7 productions) during each season. Volunteers may choose to volunteer for BOTH student matinee series performances (two Wednesday performances in a row). Shift changes are permitted through arrangement with the House Manager.
- Volunteers must commit to the full season.

Location: Pioneer Theatre Company at: 300 South 1400 East, Salt Lake City, UT 84112. Free parking is available.

Supervisor: Ushers report to the House Manager for scheduling. Student matinee ushers report to the Patron Services Manager on the day of the performance.

Responsibilities: Ushers may be asked to check tickets as students enter the building. Ushers guide audience members to their seats, hand out programs and direct patrons to locations such as the restrooms, concessions or coat check. In an emergency, volunteers assist the Patron Services Manager with procedures.

Qualifications:

- Ushers must be 18 years of age or older.
- Comfortable interacting with students; including enforcing rules about photos, video and food in the theatre.
- Ushers must be able to stand for an extended period of time (30-45 minutes), while walking short distances.
- Comfortable interacting with students from approximately 6th through 12th grade.

Dress Code:

- Volunteers must wear a white or black shirt and black pants or skirt. Please, no jeans.
- Volunteers may wear a black sweater or jacket.
- When choosing shoes please keep in mind that you may be standing for an extended period of time.
- A vest and name tag will be provided for each volunteer.

Training/Preparation:

- First season volunteers must attend orientation prior to their first shift. Orientation is offered three times at the start of each season (August and September).
- All volunteers should thoroughly read the volunteer manual and follow directions, updates and changes given by the House Manager or Patron Services Manager.
- Ushers are required to carry a small flashlight to each shift. If you do not have one, Pioneer Theatre Company will provide one for you.
- Returning volunteers are asked to attend orientation at least once every two years.

Benefits:

- Ushers are invited to watch the performance as they volunteer.
- Contribute to a positive patron experience.
- Explore your interest in theatre and support local art.
- Interact with like-minded people.
- Support students as they learn about the Arts.